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PATENT TRADEMARK OFFICE

**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

Applicants: Matthew Brown, et al : Paper No:  
Serial No. 09/709,993 : Group Art Unit:  
Filed: November 10, 2000 : Examiner:  
For: **SYSTEM AND METHOD FOR STATEMENT PRESENTATION**

2164

**RECEIVED****MAR 14 2002****Technology Center 2100****TRANSMITTAL OF REVOCATION AND NEW APPOINTMENT BY ASSIGNEE**

THE ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Dear Sir:

Enclosed herewith is a Revocation and New Appointment By Assignee for the each of the applicants in the above-identified application or patent.

Please address all future communications to:

Ria Farrell Schalnath  
FROST BROWN TODD LLC  
2200 PNC Center  
201 East Fifth Street  
Cincinnati, Ohio 45202

Please direct all telephone calls to me as follows:

(513) 651-6167

Respectfully submitted,

**CERTIFICATE OF MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to The Assistant Commissioner for Patents, Washington, D.C. 20231, on 2/21, 2002.

Joyce O. Fields  
Joyce O. Fields

By Ria Farrell Schalnath  
Ria Farrell Schalnath  
Registration No. 47,058  
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REVOCATION AND NEW APPOINTMENT BY ASSIGNEE

THE ASSISTANT COMMISSIONER FOR PATENTS  
Washington, D.C. 20231

Dear Sir:

The undersigned, being Assignee of the entire interest in and to the above application, hereby revokes all former Powers of Attorney and appoints Ria Farrell Schalnatt, Registration No. 47,058; Edwin R. Acheson, Jr., Registration No. 31,808; Stephen R. Albainy-Jenei, Registration No. 41,487; David E. Franklin, Registration No. 39,194; William E. Gallagher, Registration No. 35,145; Steven J. Goldstein, Registration No. 28,079; James M. Kipling, Registration No. 26,287; Ann G. Robinson, Registration No. 39,820; David E. Schmit, Registration No. 28,472; Karlyn A. Schnapp, Registration No. 45,558; Ralph J. Skinkiss, Registration No. 26,105; and Kevin S. Sprecher, Registration No. 42,165; c/o Frost Brown Todd LLC, 2200 PNC Center, 201 East Fifth Street, Cincinnati, Ohio 45202 (513) 651-6800, attorneys, with full power of substitution and revocation, to prosecute said application, to make alterations and amendments therein, to receive the patent, and to transact all business in the Patent Office connected therewith.

CONVERGYS CMG UTAH, INC.

Date February 12, 2002

By: R. Ann Bygh

Title: Vice President

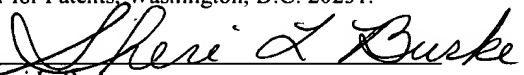
## OTHER DOCUMENTS

1. NONE.

Examiner	Date Considered
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Examiner: Initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

The identification of any document herein is not intended to be, and should not be understood as being, an admission that each such document, in fact, constitutes "prior art" within the meaning of applicable law since, for example, a given document may have a later effective date than at first seems apparent or the document may have an effective date which can be antedated. The "prior art" status of any document is a matter to be resolved during prosecution.

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.10	
"Express Mail" Number: EL622262565US	Date of Deposit: November 10, 2000
I hereby certify that this correspondence is being deposited with the U.S. Postal Service as U.S. Express Mail in an envelope addressed to BOX PATENT APPLICATION, Assistant Commissioner for Patents, Washington, D.C. 20231.	
 Sheri L. Burke	